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Flevy Lasrado

Achieving Organizational Excellence

A Quality Management Program
for Culturally Diverse Organizations



Springer

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Foreword

This book is very timely as we have gone global with Dubai Quality Awards and it includes many topics of current interest to practitioners striving for business excellence. It approaches the business excellence framework model from a very practical perspective for both local and global businesses. It covers the best practices for leadership, strategy, people, policies and processes and includes guidelines and recommendations for building organizational excellence. It provides insights to many of Dubai Quality award winners.

What makes the book useful is that it provides topical empirical evidence of the impact of excellence on sustained organizational performance as well as includes cases and scenarios that will become useful for corporate and governmental leaders. It also includes original research conducted, along with the methodology used, to understand the impact of business excellence frameworks in various business context.

The book is useful for practitioners as well to add value to their experience and to take head on the challenges that are forthcoming in quality related issues. Those who are striving for and want to implement Business Excellence, Sustainability, Self-Assessment, Performance Excellence, Organizational performance, Quality Awards, Quality certifications, and Approaches to self-assessments will find the book like a Manual to keep handy at all times and refer to it from time to time. It is useful as it focuses mainly on Malcolm Baldrige Award, EFQM model and National Quality Awards with a specific emphasis to draw a list of motives and benefits of adopting a business excellence awards.

Above all, the book provides unique practices that promote organizational excellence in a modern emerging economy like UAE.

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Shaikha Al Bishri

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